

705.0.1	ACCIDENTS / INCIDENTS - PEOPLE WE SUPPORT	705.0.1
Application: All Employees		References: Community Care Facilities Act Risk Management Plan Policy 739.0 Emergency Information

POLICY:

Employee’s deal with accidents/incidents involving the people we support to the best of their skills and abilities.

Employee’s document and report accidents/incidents involving the people we support in an appropriate and timely manner.

The NSDRC provides critical stress debriefing for the people we support within twenty-four (24) hours of the event or, on an as need basis.

REASONS FOR POLICY:

The NSDRC adheres to applicable legislation to ensure accidents/incidents involving the people we support are documented and reported to the appropriate authorities in a timely and effective manner.

PROCEDURES:

1. Employees respond to accidents/incidents involving the people we support to the best of their abilities and in the manner described in the corresponding chapter of Volume 3 Emergencies and Incidents Policies & Procedures, Health Care Plans and/or other resources.
2. When an accident/incident occurs which is not covered under existing policies or procedures, employees respond immediately with the type of assistance required to resolve the situation. This may include, but is not limited to contacting external expertise (e.g. physician, pharmacist, and if warranted, **9-1-1**).
3. If an incident involves the people we support personal property, equipment or, living environment (e.g. maintenance concern), employees respond to the best of their ability and notify the Program Manager or their designate accordingly.

Notification: Residential Sites

4. Employee(s) notify the Program Manager or their designate, via cell if not on site. On weekends and statutory holidays, notify the on call Manager at **604-831-9179**.
5. In an emergency situation, if unable to contact the on call Manager, notify the Dir. of Residential Services.

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6. The Dir. of Residential Services is available (Monday to Friday 8:30 am to 4:30 pm) at **604-904-4076** or, after hours, via cell at **604-839-1081**.
7. If unable to contact the Dir. of Residential Services, notify the Executive Director Contracted Services, via cell at **604-219-4086**.
8. Depending on the nature of the accident/incident, the Program Manager or their designate notifies the people we support family member, legal guardian, emergency contact and the appropriate authorities (if applicable).

Non Residential Sites:

9. Employees notify the emergency contact for the individual they are supporting. If unable to contact the emergency contact, notify the Program Manager, their designate or the Team Leader, via cell if not on site.
10. In an emergency situation, if unable to contact the Program Manager, their designate, the Team Leader or, the people we support emergency contact, notify the Dir. of Community Based Services.
11. The Dir. of Community Based Services is available (Monday to Friday 8:30 am to 4:30 pm) at **604-904-4090** or, after hours, via cell at **604-328-4087**.
12. If unable to contact the Dir. of Community Based Services, notify the Executive Director Contracted Services, via cell at **604-219-4086**.
13. If appropriate, the Executive Director Contracted Services informs the Board of Directors to the nature of the accident/incident.

Documentation:

14. Depending on the circumstances, employees document accidents/incidents involving the people we support, via an Internal Incident Report or, if warranted, a Serious/Critical Incident Report.
15. Serious/Critical Incident Reports are completed by the reporting or witnessing employee and submitted to the Program Manager, their designate or the Team Leader within twelve (12) hours of the event. Refer to **Serious/Critical Incident Report** for further information.
16. Internal Incident Reports are submitted to the Program Manager, their designate or the Team Leader as soon as possible after the event. Refer to **705.0A Internal Incident Report** for further information.

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17. When completing an Incident Report, employees remain objective and state the facts in chronological order and,
 - **do not** make up what you do not know or, what you did not see
 - report should be free from (typos, grammatical spelling and punctuation errors)
 - **do not** use erasers or whiteout. If you make a mistake, draw a single line through it and initial
 - **do not** use “Jargon” or obscenities, unless they are a direct quote
18. Incidents/accidents are investigated for probable cause and may include recommendations to prevent or minimize the risk of similar occurrences in the future.
19. Investigations are conducted by the Program Manager, their designate or the Team Leader, and depending on the circumstances, the appropriate Director(s).
20. Recommendations arising from an investigation are submitted to the appropriate person to handle the feedback. Refer to **Feedback/Recommendation Form 444.0A** for further information.
21. Completed Incident Reports are submitted to the appropriate Administrative Assistant for electronic data entry, filing and distribution to the appropriate authorities (if applicable).
22. Completed Incident Reports are entered in the principal files of the people we support, located at the NSDRC Administration Office.
23. Incident Reporting Forms are located on site or, requested from the Program Manager, their designate or the Team Leader.
24. Critical stress debriefing is made available to the people we support upon request or, as deemed necessary, via the Program Manager, their designate or the Team Leader.